

Compliance Advisor – Job profile

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- **Purpose:** To ensure compliance with legal, regulatory and internal policies across our Retail Food and Funeral Care operations. This includes aspects of Health & Safety, Fire Safety, Food Safety, Fuel Safety, Trading Standards including Age Restricted Sales and Funeral Care. The role involves carrying out regular audits, providing compliance advice and supporting the resolution of issues as they arise – playing a key part in maintaining safe and legally compliant environments for our customers, members and colleagues.
- **Reporting:** Working as part of the Compliance Team reporting to the Compliance Manager.
- **Values:** Co-operation, Self Help, Self Responsibility, Democracy, Equity and Equality.
- **Essential skills and experience:** Strong knowledge of legal and regulatory requirements as well as best practice across aspects of compliance. Able to carry out sensitive checks in funeral care environments, demonstrating dignity, respect and professionalism at all times. Excellent verbal and written communication skills. Confident in coaching and guiding colleagues at various levels. Strong influencing skills, with the ability to build trust and drive positive change. Organised, with the ability to manage workload and time effectively in a field-based role. Comfortable adapting to changing priorities. Full UK driving licence and comfortable and able to travel daily to sites across our trading estate, with occasional overnight stays where required. Confident using Microsoft Office programmes including Word, Excel, PowerPoint, Outlook, Planner, Teams, and SharePoint. Experience digital systems to complete audits, record finding and manage follow up actions.
- **Qualifications:** GCSE grades A-C in English and Maths. The following qualifications are desirable and will support success in the role: Level 3 in Food Safety. Level 2 in HACCP. IOSH Managing Safety. NEBOSH National General Certificate in Occupational Health & Safety (or equivalent). APEA certification, or relevant petroleum safety qualification. A recognised qualification in alcohol licensing e.g. BIIAB Level 2 Award for Personal Licence Holders.

We make a *difference* to Members & customers

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| • Complete compliance audits independently, following agreed methodology and standards, and produce clear reports with action plans to address non-compliance and drive improvements. | ✓ | Audits are completed to standard, on time with clear actions. |
| • Lead or support the development of risk assessments, including COSHH assessments, ensuring they are practical, proportionate, and regularly reviewed. | ✓ | Risk assessments are timely and relevant. |
| • Investigate incidents and issues that could result in safety risks or enforcement action, supporting reasonable and timely resolutions. | ✓ | Incidents are investigated and resolved promptly. |

We're *better* every day

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| • Support the creation, review and rollout of policies, procedures, and other compliance resources to improve understanding and performance across the Society. | ✓ | Compliance resources are clear, current and well-utilised by colleagues. |
| • Contribute to the development and continual improvement of compliance audit programmes, ensuring they reflect current business practices, new product offerings, and regulatory changes. | ✓ | Audit programmes and ways of working are kept up to date. |
| • Take ownership of personal development by maintaining CPD, staying up to date with legislation and best practice and applying learning. | ✓ | CPD is maintained and learning applied. |

We're a *caring* community

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| • Provide competent and professional compliance support across regulatory compliance areas. This includes offering advice, developing training, and guiding management colleagues to understand and meet their compliance responsibilities. | ✓ | Site teams feel supported. |
| • Approach all interactions with professionalism and respect, particularly when providing feedback, addressing non-compliance, or supporting learning. | ✓ | Feedback is delivered well. |
| • Promote an inclusive and supportive culture by ensuring compliance advice, training and communications are accessible, respectful and tailored to a diverse colleague base. | ✓ | Behaviours and communications are inclusive. |

We work together with *purpose*

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| • Collaborate with other departments and represent the Compliance function on cross functional projects and working groups – helping to embed compliance considerations early, support Society goals and drive operational improvements. | ✓ | Compliance is represented effectively throughout the Society. |
| • Work closely with fellow Compliance team members, sharing insights and best practice, and supporting one another to deliver a consistent, high-quality service across all areas. | ✓ | Colleagues share knowledge openly and feel supported. |